SOCIAL WORKER TRAINING WORKGROUP SUMMARY

Organizer: CDSS' Adult Programs, Quality Assurance Bureau
Location: Sacramento County Adult Services Office, 4875 Broadway, Sacramento, CA
Date: February 10, 2005
Time: 9:30 a.m. to 12:30 p.m.

The meeting was attended by various state and county staff, advocacy groups, and social workers. Attendees signed in and received a folder containing an Agenda, Charter, Training Academy Target Dates, and a copy of the PowerPoint slides entitled, "Developing IHSS Training."

Brian Koepp, Chief of the Adult Programs Quality Assurance Bureau, commenced the meeting by welcoming attendees, providing an overall focus to the workgroup, and making introductions.

The overall focus included a discussion of the Charter for Social Worker Training Workgroup, including its purpose, structure, membership, and decision-making process.

Joan Boomer, QA Consultant, then gave a PowerPoint presentation on Developing IHSS Training, which included a discussion on the plight of the new IHSS worker, as well as veteran IHSS social workers and supervisors; the reasons for developing statewide IHSS training; the training design cycle; and suggested training topics. Ms. Boomer then led a discussion to solicit additional ideas from the workgroup for inclusion in the training. A document entitled, "Training Topic Suggestions" was developed from this discussion.

Break

Following the break, Brian introduced two (competing) training vendors, University of California, Davis (UCD) and California State University, Sacramento (CSUS), and explained that each would be making a brief presentation to the group to discuss their qualifications and capabilities to provide the statewide social worker training.

UCD representatives Larry Labre and Richard Marmer gave a presentation and provided the following web site for detailed information about UCD's Training Center: www.humanservices.ucdavis.edu. Handouts entitled, "Assigning Service Hours to IHSS and PCSP Cases" and "2004 Institutes" were also provided. Please contact Andrea Allgood at 916-229-4582 for copies of the handouts.

CSUS representatives Jenni Helfrich, Director of Extension Programs for CSUS and Ernest Cowles, Ph.D., Director, of the Institute for Social Research presented and provided a handout entitled, "Improving California through Education and Training." Please contact Andrea Allgood at 916-229-4582 for a copy of the handout.

Brian then concluded the meeting requesting that any comments regarding curriculum and/or vendor be emailed to Brian.Koepp@dss.ca.gov by February 25, 2005. He then thanked all in attendance and confirmed that the next meeting was tentatively scheduled for March 16, 2005.

Name	Organization
Bledsoe, Connie	Merced County Health Services Agency
Bunnell, Jim	Merced County Adult Services
Boettcher, Kimberly	Consumer
Chea, Sumbo	CSA Stanislaus County
Cruz, Eugene	DHHS/IHSS
Eiland, Katrina	Californians Care
Griffin, Margaret	California Department of Aging
Justinich, Margaret	Sacramento County IHSS
Kalcic, Diana	CWDA
Maganar, Rosa	Stanislaus Co./IHSS
Rasberry, Tamara	SEIU
Rehm, Sharon	Sacramento County IHSS
Senderling, Cathy	CWDA
Sheedy, John	Sacramento County IHSS
Valencia, Floridalma	Sacramento County IHSS
Williams, Megali	Los Angeles County IHSS

CHARTER

In-Home Supportive Services (IHSS) Quality Assurance (QA) Program
Assessment Training Workgroup

I. PURPOSE

This Charter establishes the working parameters of the IHSS QA Program Assessment Training Workgroup (Workgroup). The Workgroup's objectives are:

- review counties QA best practices and/or current IHSS Program QA assessment training modules/programs,

- review needs and requirements for delivering consistent QA programs statewide,

- establish standardized curriculum, training materials, and work aides for operating ongoing statewide training program for county workers on the supportive services uniformity system,

- review and assist in selecting a training vendor that will provide flexible training modalities to educate county supportive services staff, and

- establish parameters for ongoing statewide training program on supportive services uniformity system for county workers, managers, quality assurance staff, state hearing officers, and if applicable, public authority or nonprofit consortium staff.

II. STRUCTURE

The Workgroup will serve as an operational committee to provide the Department of Social Services (CDSS), in consultation with the counties, input and perspectives on the identification, development and implementation of the statewide Assessment Training for the IHSS QA program.

III. MEMBERSHIP

The Workgroup is comprised of representatives from the many people involved in the IHSS QA program, including:

- County Welfare Departments,

- Organizations and non-profit consortia representing recipients and providers,

- Advocates for the blind, disabled, and aged population, and

- Consumers of IHSS.

A. WORKGROUP MEETINGS AND CHAIRMANSHIP

The Workgroup will initially meet February 10, 2005, in Sacramento, California. A further schedule will be developed. Workgroup meetings will be co-chaired by a representative of CDSS Adult Programs Quality Assurance Bureau (APQAB) and a representative of County Welfare Directors Association (CWDA) Long-Term Care Committee.

Two or more Subcommittees may be established and may meet as necessary to identify specific training subjects / categories, and provide recommendations to the Workgroup by the timeline agreed upon by both groups. The Subcommittee Chairpersons will be chosen by the Workgroup Chairpersons.

B. PARTICIPATION

The Workgroup, and if necessary the Subcommittees, will consist of at least one representative from CDSS, county welfare departments and county IHSS program managers, advocates, organizations representing recipients and providers, and non-profit consortia.

CHARTER

In-Home Supportive Services (IHSS) Quality Assurance (QA) Program Assessment Training Workgroup

C. ROLES AND RESPONSIBILITIES

1) Role of Workgroup members:

- Responsible for ensuring that State and Federal mandates that impact the IHSS Program are thoughtfully developed and consistently implemented in all counties through development of the statewide QA Assurance Training program, as provided in the Workgroup purpose.

- Review program regulations and requirements to ensure training appropriateness and consistency with IHSS statutes.

- Be prepared to participate in meetings and/or conference calls on a consistent basis.

- Ensure that appropriate staff persons have been given an update after meetings.

2) Role of CDSS:

- Responsible for preparation and operation of Workgroup.

- Communication with Workgroup members.

- Provide co-chairperson for Workgroups meetings.

- Participate in Subcommittee meetings.

- Technical support from APQAB staff.

- Monitor the status of and resolution of issues.

3) Role of CWDA and Counties:

- Provide co-chairperson for Workgroup meetings.

- Participation in Subcommittee meetings.

- Provide input on the standardized training curriculum.

- Assign county staff to support key issues related to the work of the Workgroup.

4) Role of Co-chairpersons:

- Develop agenda.

- Organize and facilitate Workgroup meetings.

- Coordinate and facilitate technical assistance for key workgroup activities and products.

- Monitor workgroup progress toward meeting goals set forth in work plan.

IV. DECISION-MAKING PROCESS

The Workgroup operates on a consensus model of decision-making with a fallback process where the CDSS gathers input from members and makes the final decision.

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# Training Academy Target Dates

Activity	Target Date
First workgroup meeting	February 10, 2005
Comments from workgroup re: vendor and curriculum due	February 25, 2005
Vendor response to Scope of Work document due	March 1, 2005
Next workgroup meeting	March 16, 2005
Draft contract to vendor	April 1, 2005
Contract review agency signoff	June 1, 2005
Training begins	July 1, 2005

Submit all comments regarding curriculum and/or vendor to Brian.Koepp@dss.ca.gov or (916) 229-4000

Developing IHSS Training

Why are we here?

- To develop a Statewide IHSS training curriculum

- To define training modules

- To develop a training schedule for modules

- To evaluate potential vendors

- To discuss the training development cycle

- To provide tips and techniques for specific IHSS training areas

The Plight of the New IHSS Worker
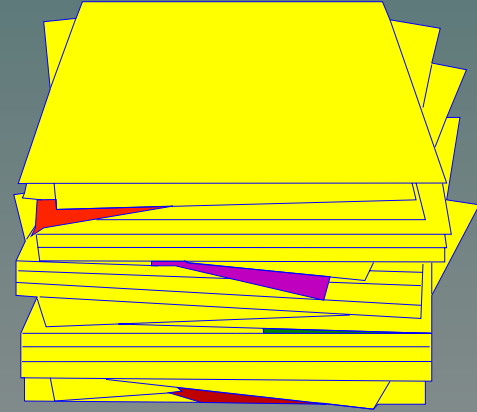
# The Plight of Veteran IHSS Social Workers and Supervisors

Why Develop Statewide IHSS Training?

- There is a *Legislative Mandate* to train all county IHSS staff

- There is a high level of *discrepancy* in authorization practices between counties

- IHSS has become so complex, *when new regulations are issued,* new modules need to be developed and presented to all staff

- Training modules need to be available for *new county staff*

Adult Learning Issues

- Different people have different ways of learning: *importance of incorporating interactive exercises and practice situations*

- Need for Structure, Sequencing of lessons, Training Manual

- Trainees' Anxiety

- Accountability Issues
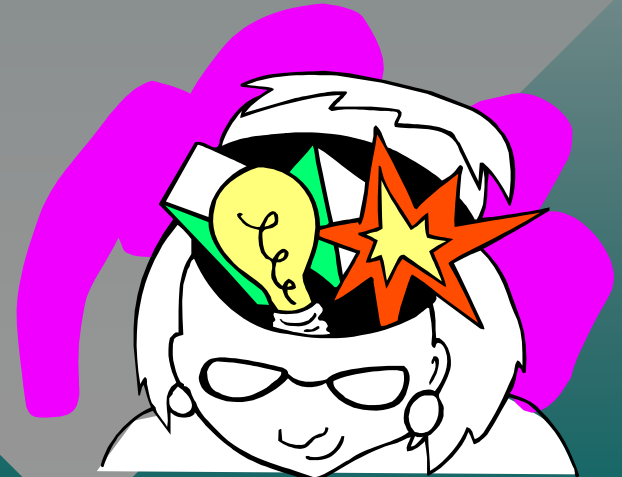
Issues of Training

- Importance of evaluating training after implementation to improve it

- Importance of developing tests

- Importance of developing a comfortable learning environment

- Importance of accommodating counties so that work continues during training

The Training Design Cycle
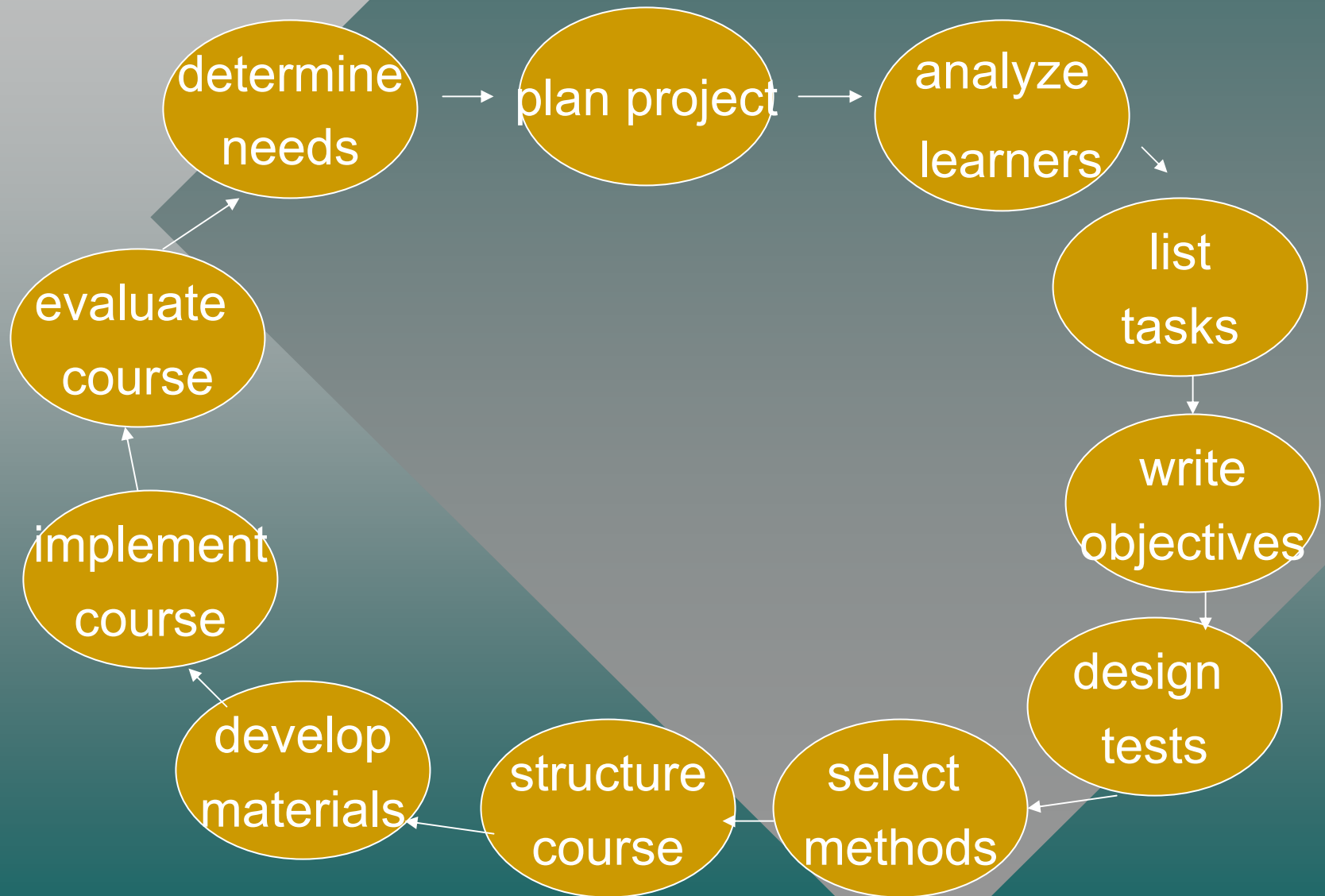
Possible IHSS Training Modules

- *Protective Supervision*

- *Assessing Children*

- *Uniformity*

- *Assessing the needs of people with Mental Illness*

- *Time per Task*

- Other

Ideas for Training on Specific IHSS Topics

- CMIPS exercises

- Scenarios for Able & Available Spouse, Minors in IHSS

- Assessing Hours Presentation Practices

- Protective Supervision Examples

- Games and videos

- Resource List